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The 182nd General Court
of
The Commonwealth of Massachusetts
House Special Committee on Automation

Representative Robert Correia, Chairman

Report to Speaker Thomas M. Finneran and The House of Representatives

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The Commonwealth Of Massachusetts
House Of Representatives
Special Committee On Automation

Robert Correia
Chairman
(617) 722 2810
Room 122

November 7, 2001

To The Honorable Members of the House:

The House Special Committee on Automation is pleased to present to you their final report. The Committee members, recognizing the importance of this study, and the role of technology in today's society, have pursued their Charge aggressively. The information compiled in this report is the result of sixteen public meetings, five site visits, a Member survey and the work of an Internet subcommittee. The Committee would especially like to thank the members of the House for their outstanding participation in the survey. Virtually every survey questionnaire was returned, and the information garnered from them invaluable to us. We have endeavored to thoroughly answer the questions posed by the Charge and in so doing put forth recommendations for the future.

In researching the use of technology within the Legislature, we have come to understand the need for an integrated application of technology. We as legislators need to fully utilize today's technologies in our service to the public. In order to have an informed and engaged public, the House and its members need to provide timely, meaningful and accurate information. To do so will require that we, as a body, embrace the technologies available to us today, and strive to stay current in the future. The rapid pace of today's society dictates that we no longer can afford to operate outdated technologies that prevent us from responding immediately to the issues of the moment.

The Committee presents its findings and suggestions in the attached report. An executive brief has also been included for your convenience.

Respectfully submitted,

Robert Correia

Representative Robert Correia
Chairman

House Special Committee on Automation
Report to Speaker Thomas M. Finneran

Executive Summary

The following pages will summarize the information presented by The House Special Committee on Automation in its report to Speaker Finneran. When reading this brief, the members should keep in mind that this is only a high-level summary of the issues presented by the committee. An in-depth discussion of each issue can be found it the text of the full report.

The Charge posed three basic questions. One, is the current state of wiring capable of supporting Chamber automation? If not what needs to be done to support Chamber automation? Two, what reconfiguration/rebuild/replacement of the Clerk's and members' software is necessary to support electronic bill filing, amending and viewing? Three, can the work necessary to supply the services described in questions one and two be done in time for the 2003-2004 Legislative session? In answering these questions we have looked at them in a process related order. Our investigations are summarized below.

The foundation of any information system is the data that it utilizes. That data must be accurate, timely and accessible. To be successful the system must be user friendly. It must be stable, manageable and recoverable. The ideal information system is not vendor dependent or reliant on proprietary technology. To support today and tomorrow's technologies an information system must be built with mainstream, upgradeable and readily supportable applications. There is no need to reinvent the wheel in this regard.

In the case of the Legislature, our current information system is based on our mainframe "Bill History" application. The current application was built utilizing 1980's technology by a company (Data Retrieval Corp.) that is no longer in business. This system lacks most of the features one expects to find in today's legislative information systems. Our current "Bill History" system is outdated, unsupportable and unrecoverable.

If we are to move forward in our utilization of technology we must first have a solid foundation on which to build. The committee, in its' report, addresses this issue in great depth. **Our conclusion is that we need to have a new Legislative Management System in place if we are to move forward with our utilization of today's technologies.** Our report contains a list of the feature that a Legislative Management System must have, this list is representative and not meant to be all-inclusive. We have suggested that the best approach to acquiring such a system is to purchase an existing application and, with minimal tailoring, adapt it to the needs of the House.

The committee looked at our technology infrastructure and recommends that we stay current in our computer environments. **To that end, we have recommended that an operating system upgrade be undertaken. This will have the two-fold benefit of preparing our network and desktops to integrate fully with a new Legislative Management System, and provide us with the security and facility to deliver remote e-mail access to the members.** Remote access is available in two basic formats Outlook Web Access (OWA)

and through a Virtual Private Network (VPN). Both are described in the text of the report. The primary differences between them are the complexity of the delivery process and the level of access. OWA will provide a member access to the e-mail and its associated tools from any computer anywhere with access to the Internet. VPN would provide member access to all House system applications including e-mail from remote specifically configured computers. OWA is a natural outgrowth or side benefit of the recommended operating system upgrade. VPN would need to be a separate effort. **The Committee has recommended that OWA be implemented with the operating system upgrade and that VPN be implemented at a later date.**

One of the other primary questions is in regard to the current state of wiring in the Chamber. During the tenure of this committee our investigation has spawned an ongoing effort to provide data connections at each desk and the rostrum. There is still a need to provide electrical connections. If telephone connections are desired, there will be a need to run wire and install jacks as appropriate. **It should be noted that the exchange of data to and from the Chamber is dependant not only on the wiring, but also on the Legislative Management System in place.**

As our committee carried out its investigations the significant role of the Internet as an interactive communications tool between the Legislature and the public it serves became very apparent. We created a subcommittee to investigate the use of the Internet by other state legislatures. The full text of the subcommittee report can be found as Attachment A of our report. It became very clear that the public wants to be able to access their representatives, information about the Legislature, and issues they are concerned with through the use of the internet. To be effective, our web presence must be interactive, informative, accurate, dependable and timely. **The Committee suggests that any Legislative Management System put in place must be well integrated with the Internet.**

The committee's survey of the members found that an overwhelming number wanted better access to legislative information, and felt that technology was under-utilized by the House. **Most members were interested in remote access, at least to their e-mail. Almost every survey received indicated that technology training was an issue, and that the members would gladly attend training provided it was timely and meaningful to their work.**

Finally, if we are to meet the deadline of the 2003-2004 session, the committee recommends that the House develop an ongoing plan for the use and implementation of technology. The plan should employ a phased approach to implementation. **That plan must be overseen and kept on track if we are to reach our goals. Such a plan must include not only the nature and timing of technologies to be employed, but must also plan for the development of the infrastructure to support that technology and the members using it.** That infrastructure plan should include the development of services to support the member's use of the systems, the technology itself and the ongoing delivery of training to the members and their staff. **To reach our self-imposed deadline we would need to start a Legislative Management System implementation project no later than February of 2002. Paralleling that effort we would need to start the definition and development of the training and support infrastructure.**

We hope that this summary has been helpful and we would reiterate that more information on each of the areas of discussion can be found in the full text of the report.

The 182nd General Court
of
The Commonwealth of Massachusetts
House Special Committee on Automation

Committee Chairman

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Committee Members

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Representative Deborah D. Blumer

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Introduction

This report will answer the questions posed by the Committee Charge to the House of Representatives Special Committee on Automation. In doing so we will present potential solutions, giving multiple options or methodologies where possible. Where appropriate the Committee will present a recommended solution. The outcome of this report will be the presentation of a goal for the automation of the House and the legislative process.

The Charge

> *Committee Charge*
>
> *Pursuant to House Order (2825) of 2001, adopted by the House, a special committee is established for the purpose of making an investigation and study of the feasibility of automating the House of Representatives.*
>
> *The charge of the Special Committee on House Automation is to investigate and study the rewiring of the House Chamber, reconfiguration of the Clerk's and members' computer software to allow for the electronic filing of legislation, amending, and viewing of bills to commence in time for the 2003-2004 session.*
>
> *Said committee may in the course of its investigation consult with members and staff of the State Senate, and state university faculty and staff. Said committee shall report the results of its investigation and study by filing the same with the Clerk of the House of Representatives no later than the first Wednesday in October, 2001.* *

Presentation Description

This report is broken down into numbered sections and appropriate appendices. Each section addresses a specific question derived from the Committee Charge. The first two sections of the report present, in order, the Special House Committee on Automation's (here forward referred to as the Committee) interpretation of the Charge and the methodologies used by the Committee in assembling the information for this report.

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* Reporting date extended to the first Wednesday in November 2001, by an Order adopted by the House on Monday, September 10, 2001.

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Section 1. Interpretation of the Charge

In this Committee's reading of the charge we determined there to be three fundamental questions to be answered.

1. Is the current state of wiring capable of supporting Chamber automation? If not, what needs to be done to support chamber automation?

2. What reconfiguration/rebuild/replacement of the Clerk's and the members' software is necessary to support electronic bill filing, amending and viewing?

3. Can the work necessary to supply the services identified in questions one and two be done in time for the 2003-2004 session? If so, what will it take? If not, what are the obstacles?

The questions above are straight forward, but the answers may not be. Each question is multi-faceted and requires all aspects be addressed. Where appropriate we will offer alternative views and/or answers. We will answer each question in turn within its own section and sub-sections. In the process of delivering this report we will employ language that has been used interchangeably by the technical community and the general populace alike. To avoid confusion we will define these terms as they appear and use them consistently thereafter. We will also include a glossary of terms as an appendix to this report. Terms will be defined at the beginning of the section in which they first appear. Some terms used throughout this report are defined below.

Application: Software, both commercial off the shelf (COTS) and vendor or staff developed programs.
Hardware: Any equipment related to the delivery of technology, including but not limited to computers.
System: Any combination of hardware and software that together comprise a functional entity, utility, or legislative tool.
Process: A business function or functions that may be performed utilizing a computer system or a computer system in concert with manual activities.
Operating System: The software loaded on a computer that allows it to utilize its own internal resources, access external devices and resources, and interact with other applications.

In order to present our responses in a more process related order the questions contained in the charge are answered in a different order than they were posed. Question 2 regards the core legislative specific computer applications and the numerous mission related and productivity applications currently in use. **These mission critical and mission related applications form the foundation of the technologies utilized by the House and the Clerk. As with a building, this foundation is the key to successfully constructing a sound and functionally appropriate system or process.** We will therefore address the questions surrounding the applications followed by the hardware infrastructure to support them.

Section 2. Methods used to gather the information contained in this report

In our interpretation of the Charge, we mentioned the multi-faceted nature of the core questions and the need to address all of those areas. To that end, The Committee utilized a wide variety of information sources and collection avenues to gather the information contained in this report. They are listed below and will be referenced in our answers.

- The Committee's site visit to Framingham State College to review the wireless technologies in use there.
- The Committee's site visits to the Legislative Chambers of Rhode Island, Connecticut, and Maine.
- Informational meetings were held with the Commonwealth's Information Technology Division.
- A sub-committee was created to investigate the usage of the Internet by other state legislatures. (Attachment A)
- The Clerk's survey of 11 other state legislative systems, which includes the methods used for delivering the various features and tools. (Attachment B)
- The House IS Director's report on the current state of Chamber wiring.
- A House Member Survey was conducted. (Attachment C)
- The committee viewed demonstrations from legislative software vendors.

All of the methods mentioned above produced useful information and/or insights into the use of technology in the legislative process.

Section 3. Clerk / Member Applications

3.1 What reconfiguration / rebuild / replacement of the current Applications is necessary to support electronic bill filing, amending and viewing.

This question is the most far reaching of the questions in the charge. It requires us to examine the current state of these applications, including the technologies employed, the availability of access, and the ability to support the current environment.

3.1.1 State of the current Applications

The current legislative system consists of a combination of manual and computer processes. It is heavily weighted on the manual side of the equation.

The applications currently in use can be broken down into four categories, Bill History/Tracking, Productivity Tools, Mission Related Tools, and the Internet. We will address each separately.

3.1.2 Current Bill History / Management

The foundation, or core, of the legislative system consists of a legislative application, commonly referred to as the "Bill History" system, built by Data Retrieval Corporation

(DRC). Both the House and the Senate use the application. DRC utilized a proprietary computer language in the development of the application. It is a TextDBMS software running CICS/2.11 on the Information Technology Division's IBM 500E mainframe computer. Users access the system through desktop computers using IBM 3270 emulation connected through IBM-3174 controllers. The application and its supporting hardware environment is early 1980's technology.

User access to the current "Bill History" application is limited and difficult at best. A legislator is required to use four different passwords and a minimum of six steps to access data from the application. There is no access from venues other then the Legislators' and the Clerks' State House Offices.

The current application lacks most of the features generally expected in a legislative management application. It lacks electronic bill/amendment drafting and filing capabilities. The current application provides virtually no access to budget information. Access to General Laws and Session Laws is available through a series of text menus. Its search functionality is very limited and extremely difficult to use. There is often the need to re-enter the text of a bill, as the current system doesn't integrate in any meaningful way with mainstream word processing software. The current system also requires a massive manual effort including internal and external assets to produce printed documents.

As a result of this user "unfriendliness", the members' usage of the current application is low. Less than one-third of the members access the "Bill History" system with any regularity, with close to one-half almost never using it (derived from Membership Survey, Attachment D). The current application does not adequately meet the needs of its users. It does not allow for the ready access to information by members, support staff, or the public. **Integrating the current system with today's information technologies and delivering that access to the numerous available venues would be extremely difficult in many cases and nearly impossible in others.**

The current system's dependence on outdated hardware and software technologies, limits its user friendliness, data access and integration with other systems. Most importantly it also makes support and disaster recovery extremely difficult at best.

Support is virtually non-existent and disaster recovery all but impossible. **Data Retrieval Corporation is out of business**. Support for the application has been on an as needed basis by one former DRC out of state employee working as a consultant. The costs incurred and time needed to attempt to recover from a catastrophic failure would be extensive. Of all the issues regarding the current application, these are the most critical issues we face. **In The Committee's opinion the best strategy is to act proactively and put a new supportable and recoverable legislative management system in place as quickly as possible.**

The bill history/bill tracking application is the primary information management tool used by the legislature. The other applications mentioned above are all essential pieces in

a total technology tool chest available for use by the membership. We will discuss the other tools next.

3.1.3 Current Productivity Tools

The set of applications commonly referred to as productivity tools consist primarily of the Microsoft Office Suite of applications. Those include word processing software, spreadsheet software, presentation software, and e-mail with integrated calendaring, task lists, notes and contact lists. The majority of the members utilize these applications, with the most widely used being e-mail (82.3% utilizing it at least one or two times a week). The integrated calendaring and contact features are used far less, due to the members' inability to access their e-mail and its tools from outside their State House Offices. When asked in the Member Survey, the ability to access their e-mail from outside their State House Offices was one of the legislators' primary requests; the current technologies do not support this. To a lesser, but still significant degree, the members would like full access from remote locations to all systems available to them within their State House Offices. Some potential solutions to these expressed needs will be addressed in later sections.

3.1.4 Current Mission Related Tools

The other available applications such as Lexis Law and Biscom Fax Printing see infrequent use. This may be due to a combination of low accessibility and little user training. These tools can supply value to the membership if properly delivered.

As a whole, the productivity and mission related applications are adequate for the needs of the members. The biggest issues surrounding them are accessibility, remote access, integration with a legislative management system, and training. The Member Survey overwhelmingly indicated a desire for further technology training with the caveat that it must be timely and appropriate to their needs. We will therefore discuss only the legislative management application requirements. (It is assumed that any of today's mainstream applications will integrate easily with the Microsoft Suite of Productivity Applications.)

3.1.5 Current Internet Presence

Terms introduced in this section:

Internet: A global network connecting millions of computers. As of 1999, the Internet had more than 200 million users worldwide, and that number is still growing rapidly. More than 100 countries are linked into exchanges of data, news and opinions. It is sometimes referred to at the World Wide Web or the Web.

This is a very powerful tool, underutilized within the Legislature. Our current web presence is almost exclusively informational with little or no constituency contact or interactive features. Many members have personal web pages that vary significantly in

content and style. Some members have links from the General Court's Website to their own. We will make some suggestions to improve our Internet presence in a later section.

3.1.6 Requirements for a legislative management application

In this section we will speak to the functional requirements of a legislative management application, not the technical specifications. The specific details of a system (hardware and software) will need to be determined and described during the production of a Request For Quote (RFQ).

The heart of any integrated information system is the back-end database and its front-end access tools. In the case of the legislature, that database contains the text and pertinent information about each bill. The front-end access tool(s) will consist of a primary application, maintenance utilities, and any associated application(s) that allow for the querying of information or the delivery of that information to multiple venues. Listed below are the desired features of the database, the primary application, and the front-end access tool(s). The lists are meant to give a representative picture of the ideal system, but are not intended to be as complete or detailed as a design document would be.

3.1.7 Database Requirements

- Built with "mainstream" industry tools
- Supportable, expandable, and upgradeable
- Secure
- Stable
- Open architecture that supports the integration of external tools such as e-mail notifications
- Operable in a networked environment

3.1.8 Primary Application Requirements

- Track a bill through all phases of the legislative process
- Allow for the electronic drafting and submission of bills and amendments
- Allow for viewing the text of a bill and/or amendment
- Allow the clerk to automate many of the manual processes surrounding the handling and administration of the bill process
- Provide a life history of any bill on demand
- Provide extensive ad-hoc search and reporting capabilities
- Provide legislators with bill tracking capabilities that would include e-mail notifications when a pre-selected bill reached predetermined points in the process
- Provide reports as required for administrative operations
- Produce the Calendar
- Assign Docket and Bill numbers as appropriate
- Produce the Journal
- Produce a copy of Bill text
- Contain version control features

- Allow for "red line" editing
- Produce committee summaries
- Provide facilities to transfer information "real time" or "near time" to the Internet for public access
- Provide access to budget information with search capabilities
- Provide access to General and Session Law with search capabilities
- Contain strict security and access features
- Create the text for the Legislative Bulletin and/or deliver it online

3.1.9 Access Tool Requirements

- Must allow for the delivery of bill information to a wide variety of electronic venues
- Must be manageable, supportable and upgradeable
- Must be user friendly and intuitive

3.1.10 Options

If it is the Legislature's desire to acquire such an application there are three potential methods to do so. They are listed below with a description, followed by the pros and cons of each option.

3.1.10.1 Reconfiguration Option

This option would involve rebuilding the current application, upgrading features and adding desired functionality.

Pro - There is no real "Pro" for this option, it would reduce the learning curve very slightly but would provide no other tangible advantage.

Con - We would continue to rely on 1980's technologies with limited supportability and no upgrade ability. The integration with external applications would be very limited and require the development of tools to do so.

3.1.10.2 Build New Option

This option would engage a vendor or vendors to write the programming code and essentially build a new system from scratch.

Pro – We would get a system built with mainstream tools, very specifically tailored to our legislative process that provides every feature desired.

Con - This option, although doable, would involve a very lengthy needs assessment and design process prior to even starting to produce computer code. It would likely be far more expensive than the Purchase and Configure option and would likely result in not being able to reach the goal of providing a new system for the 2003-2004 Legislative Session.

3.1.10.3 Purchase and Configure Option

This option would purchase an existing legislative management application that satisfied 90% or more of our requirements from an industry vendor. We would then engage the vendor to perform minimal tailoring of the system to meet the specific needs of the Legislature. The House would purchase or retain rights to the source code of the application. This would prevent a reliance on the original vendor for support and modification.

Pro – This is the fastest method available to have a new application in house. The application purchased will be a proven application already in use elsewhere. Since both the House and the Senate use this application, this option would provide for the necessary divisions and the unique requirements of each. There is a low risk of failure.

Con –There are few apparent negatives with this option. Any vendor chosen would have to meet the usage of "mainstream" tools requirement. There would be none of the "sole source" dependence issues previously experienced with the proprietary software from DRC.

3.2 What reconfiguration / rebuild / replacement of the current system is necessary to support electronic bill filing, amending and viewing?

3.2.1 State of the current system

Terms introduced in this section:

Local Area Network (LAN): A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. Most LANs connect workstations and personal computers. Each *node* (individual computer) in a LAN has its own CPU with which it executes programs, but it is also able to access data and devices anywhere on the LAN. This means that many users can share expensive devices, such as laser printers or common applications such as a legislative management application. Users can also use the LAN to communicate with each other by sending e-mail.

The current in house systems incorporate a Windows NT 4.0 Local Area Network (LAN), with gateways through ITD to provide access to the current "Bill History" application and the Internet. E-mail is run and administered at a local level. Each legislative office in the State House has a desktop computer(s), running the Windows NT 4.0 Operating System, connected to the LAN. File and print services are provided through the LAN as well as access to productivity and mission related applications. There is currently no remote access capability. There would be a need to augment the existing network hardware to support a LAN based solution. It would also be necessary to upgrade the network and desktop operating systems to safely provide for remote access. Additional equipment may be needed to deliver services within the Chamber.

3.2.2 Requirements for a new System

Terms introduced in this section:

Multi-tiered database application: A database application consisting of two or more segregated components, such as a database, a business rules component, and a user interface component.

Intranet: A network based on TCP/IP protocols (an internet) belonging to an organization, usually a corporation, accessible only by the organization's members, employees, or others with authorization. An intranet's Web sites look and act just like any other Web sites, but the *firewall* surrounding an intranet fends off unauthorized access.

Firewall: A system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. They are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially *intranets*. A Firewall provides security for internal systems, protecting them from external attack.

Real Time: The delivery of information as soon as the generating event has occurred. An example of this would be the live telecast of a sporting event.

Near Time: The delivery of information shortly after the generating event. An example of this would be a radio talk show incorporating a ten second broadcast delay.

In discussing the requirements of a "new" system we will continue to discuss functional requirements, mentioning specific technologies or types of technology only when necessary. **We would also point out that a "new" system will not require the replacement of the entire existing system (hardware and software), but will be an enhancement of what we already have**. For this discussion we will also assume that a new legislative management application will be acquired.

In order to augment the existing system to accommodate a network based legislative management application it will be necessary to add server capacity to support a multi-tiered database application. Firewall capability may be needed, depending on the chosen configuration.

The new system will need to integrate the existing productivity software with the new legislative management application.

The new system will most likely incorporate an Intranet/Internet solution. Providing internal access to all functions of the legislative management application to the members via an Intranet. This Intranet will work hand-in-hand with the Internet to provide "real time" or "near time" information to the constituency in a meaningful and useful way.

This communication can be interactive where appropriate, providing timely constituent reaction.

The ideal system will incorporate a Constituent Support Services (CSS) application that would allow members to adequately meet the needs of their respective constituents. This application will provide contact information as well as information regarding constituency issues and concerns. It should store bill number/topic and negative or positive response and be searchable on those values. It should be available to members' staff and integrated with their telephone answering and e-mail processes.

The new system should support the delivery of services and information to numerous electronic venues. Those venues would include:

- State House Offices
- House Chamber
- Committee Rooms
- Members' Home/District Offices
- Universal remote access

In order to support many of these venues and to keep the environment current, it will be necessary to upgrade or update the current operating system and network. We will discuss some steps that must be taken to meet the requirements of a new, more robust system in our Recommendations Section.

4. The Chamber

4.1 Is the current state of the Chamber wiring capable of supporting the desired automation? What needs to be done to make the Chamber ready for the desired automation?

In this section we will address this two-part question regarding the current state of wiring in the House Chamber. Once again we will recommend a generic solution, not a specific vendor or vendors.

4.2 Current state of the Chamber wiring

Currently there does not exist a physical infrastructure capable of delivering data to the Speaker's Rostrum or the Members' desks. The cable required to deliver data services to the rostrum and the desks is in place under the floor. As of the writing of this document, the House IS Director is in the process of having the cable terminated in data jacks at each desk. There are presently no electrical or telephone connections available at the desks.

4.3 Requirement for the Chamber wiring

Electrical wiring must be run and desk/rostrum outlets must be installed. If telephone service is desired at each desk, wire must be run and telephone jacks installed. All of

these upgrades are very doable, but we must ensure that they are done in a manner that protects the historical and aesthetic aspects of the Chamber and the desks.

5. The Internet / Intranet

As an investigative committee looking into technology and automation, we would be remiss if we failed to discuss the use of Intranets and the Internet.

As we discussed before, an Intranet would be utilized to provide services to the members and their staffs.

As we mentioned in Section 2.0 a subcommittee was formed to investigate the Internet presence of other state legislative bodies. We have included the entire text of the Subcommittee Report to the Committee as an attachment. Here, we will summarize the importance of a strong Internet presence, and some of the desired aspects of that presence.

"Our recommendations are rooted in two simple truths: 1) a vibrant democracy requires an informed and engaged public; and 2) information is power." This statement from the Subcommittee's report expresses a pair of inarguable truths. Today's society is a fast moving and dynamic one. It requires its food, entertainment and information be delivered in "real time". More and more we depend on the Internet to transact our business, do our shopping and get our news and information. **In order to ensure an informed and engaged public, and to deliver the information they require in a timely manner, we must develop a dynamic, timely and interactive Internet presence.**

Any Internet presence must be integrated with the House's internal systems in order to be the "real time" or "near time" resource that the public is looking for. It should include information and resources that the public will utilize. The subcommittee's report (Attachment A) lists many of these features. One aspect of an Internet site deemed to be crucial is a person's ability to access the information desired with a minimal number of mouse clicks. This is successfully accomplished by applying the concept of "intentions-based" computing. This site design allows visitors to get the information they need based on knowing what they want to do, not where to look. The subcommittee report speaks to this need in the postscript of the cover memorandum, referring to the design process of utilizing "user cases". The use of "user cases" in the design of an Internet site develops user-oriented relationships between the information contained in the site, thereby providing for "intentions-based" access. A basic premise of Internet design is, that access, "look and feel", and content should be consistent and dependable.

6. Membership Survey

In Section 2 of this report one of the methods listed by which the Committee gathered information was a Member Survey. This survey was sent out to all House Members (Attachment C). The survey contained a section on current technology usage, from

which we developed the percentages previously mentioned in this report. It also contained a narrative section in which members presented their thoughts on what technologies would provide them with the tools to better serve their constituency. Since we are not discussing exact technical products or solutions within this report, we will present those findings as trends rather than providing specific response detail.

6.1 Usage

- An overwhelming majority of the membership use personal computers (PC) both in their homes and offices.

- An overwhelming majority of the membership use technology as a communication tool (e.g. e-mail, voice mail, faxing)

- A lesser number utilize the set of productivity tools on a regular basis.

- About two-thirds of the members use databases to manage their constituent contact.

- A very small percentage utilize the current Bill History application (described previously) that runs on the ITD mainframe. (We conclude this is because of the difficulty of access and use.)

6.2 Narrative Responses

- Almost every member responded that they would attend technical training, as long as it was appropriate to their work and given in a timely manner.

- The largest issue was the desire to have greater and easier access to information. This included the ability to access e-mail and other House systems remotely as well as access to the legislative management system in chamber and in committee rooms.

- To a lesser but equally important degree the members felt that the coordination of information regarding their constituency would allow them to better serve the public.

Overall the information gathered by this survey indicated that the membership as a whole felt that technology could be better applied to their jobs than it is currently. They felt that they themselves could benefit from a better understanding of the available technologies and uses. They felt that they were underutilizing technology. They believe that better access to information while in chamber can help them more efficiently do their jobs.

7. Timeframe

Can the work necessary to supply the services identified in questions one and two of the Committee's interpretation of the Charge be done in time for the 2003-2004 session? What would be needed to meet that deadline? What are the potential obstacles and/or limitations?

The questions posed by the charge are, "Can the chamber be properly wired and the legislative systems appropriately reconfigured, replaced or rebuilt to support electronic bill filing, amending and viewing in the Chamber by the 2003-2004 session?". The answer is a qualified yes, that qualification being that the automation process be seen as a goal-oriented one. To that end we will present where we believe the House should be in regard to the utilization of technology. That goal is one that can be reached in a phased approach. Said approach, utilizing our previous analogy, would be to lay the foundation of the building first and work our way up. We believe that the foundation and many of the upper floors of that technology "building" can be in place for the 2003-2004 Legislative session. In other words, we should be able to have the chamber ready for data access and a new legislative management system in place. This legislative management system would be component based with all functions or utilities not necessarily being delivered at once. It may be possible to have a complete system in place if sufficient resources are utilized.

In order to meet the 2003-2004 session deadline, we would have to move forward rapidly with the process. We would need to employ the purchase and configuration option for the legislative management system. Funding would need to be secured. The scope of the effort would need to be defined, an RFQ for a new system would have to be created, proposals received and reviewed, a vendor selected, and a project kick-off scheduled no later than February 2002. A parallel effort is necessary to define and implement an appropriate support infrastructure for the new systems.

The potential obstacles are the obvious ones: lack of funding, lack of sponsorship, lack of a clear project definition, lack of project control, lack of commitment, and/or a lack of supporting infrastructure. As mentioned in the previous section, **time is the most significant limitation.**

8. Observations / Conclusions

There are several general statements that can be made regarding the use of technology by the House. They are:

- The mainframe Bill History system is very unfriendly and outdated. It represents a substantial risk due to the difficulties in supporting it and recovering it in the event of catastrophic failure.

- The members have confirmed that better access to information through the use of technology is necessary, and will allow them to do their jobs better.

- The ability to provide timely and accurate information to the public is in everyone's best interest.

- The utilization of technology within the House will need to deliver information to numerous electronic venues and must be built on a strong foundation anchored by an accurate and complete legislative management system.

9. Recommendations of the Committee

Terms introduced in this section:

OWA: Short for *Outlook Web Access*, a utility within Microsoft Outlook that allows a user to access the e-mail and its imbedded functions remotely, using a PC with an Internet connection. This utility is not dependent on a specific configuration of the remote PC; any Internet connected PC may be used. OWA uses encryption and other security mechanisms to ensure that only authorized users can access the e-mail and that the data cannot be intercepted.

VPN: Short for ***virtual private network***, a network that is constructed by using public wires to connect nodes. For example, there are a number of systems that enable you to create networks using the Internet as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted. VPN requires a specific configuration on the remote PC.

In this section we would like to put forth our recommendations for going forward.

As stated previously, we believe that the process of applying automation to the functions of the House should be a goal-oriented one. We see the end goal of this process as a technically augmented environment that provides House Members with instant access to the tools they require to do their jobs. It would be an environment where the public would have timely access to the information and events of the General Court. It would also be an environment that allowed the legislator and the constituency to interact. To that end we would suggest the creation of a phased implementation plan, which would include the following steps.

- Replace the current "Bill History" System with a new legislative management system built with current mainstream technologies. This system should not only provide bill-tracking functionality, but also provide all of the tools the legislators need. Tools such as electronic bill and amendment filing using document templates, search and tracking capabilities, e-mail notifications, bill summaries and fiscal notes to name just a few. It should be a complete system. Purchasing a system from a vendor

specializing in the field and configuring it to meet the needs of the legislature is the most efficient way to proceed.

- Upgrade the hardware and operating systems as necessary to support the new legislative management system and the desired remote access.

- Provide remote access. There are two levels of remote access; the first provides secure remote access from any PC anywhere to a member's e-mail and associated tools (OWA). The second provides secure remote access to all system functions from a pre-configured remote computer (VPN). OWA is an included benefit of the operating system/e-mail upgrade recommended and can be implemented as part of that upgrade. We would recommend that VPN be implemented at a later date after a stable new environment has been put in place.

- Rewire the Chamber to provide computer access to data while adhering strictly to the goal of retaining the Chamber's historic and aesthetic qualities.

- Develop an Intranet to support the legislative management system and provide legislators better access to the applications they use. This system would act as their access via a web like page to all of the functionality of a legislative management system, productivity tools, and mission related tools.

- Develop a process by which the business of the House is shared with the public via the Internet in a timely and meaningful manner. This would most likely work in conjunction with the House Intranet and be updated automatically when information is released to the public.

- Clearly define a support infrastructure containing the appropriate skill sets to support the environment and the applications. It must support members' use of the technologies, not just the technologies themselves. It should support the members in their electronic drafting and filing of bills and amendments. This support infrastructure must be responsive and effective and must include in chamber support once computers become commonly utilized there.

- Develop a Constituency Support System (CSS) that would integrate with legislators' constituent telephone and e-mail contact processes.

- Develop a technical training program designed to meet the needs of members and their staff.

- Develop a House Automation plan under which appropriate technologies are implemented and/or upgraded at a rate consistent with other segments of state government and in such a manner as to provide the best service to the public.

10. Closing remarks from the Chairman

Our committee has endeavored to make this report as complete as possible without becoming entangled in excessive technical jargon or vendor specific references. I believe that we have explained the functional requirements of technology within the House. We have made recommendations about the types of technologies and significant features within those technologies that we believe will best serve the needs of the legislature. We have made analogies to the construction of a building when developing and implementing technology. To follow that analogy, I would like to reiterate the committee's adamant recommendation that we must start with a solid foundation. We must implement a new, fully featured legislative management system if we intend to fully utilize the range of technology available today and in the future. I would also like to stress the point that we must keep pace with technology in order to meet the demands of today's information based society, and to ensure the involvement of a well informed public in our legislative process.

The technologies we have recommended are stable, mature technologies, and can supply the tools we need to better accomplish our mission. They are expandable and upgradeable. They can be implemented in phases. They are supportable and recoverable. They will require an ongoing effort to implement and support. Both a strategic and a tactical plan must be developed if we are to proceed with the implementation of new technology.

I would like to mention three significant accomplishments in regard to the use of technology that have occurred during the tenure of this committee. The first is, at the suggestion of the Speaker, the text of House bills, the House Journal and the House Calendar are now available on the General Court's website. The second is, our investigation of the wiring in the chamber has initiated ongoing work to provide the data connections necessary there. The third is, the initiation of project to create a flow chart of the legislative process. This flow chart can be used as an educational tool for incoming members, staff, and the general public, as well as helping to define the requirements of a new legislative management system.

I would like to recognize the members of this committee for their significant investments of time and energy. Without the sincere interest and involvement that they have shown, the development of this report would have been very difficult. I would like to thank Framingham State College, and the Legislatures of Connecticut, Rhode Island and Maine who graciously opened their doors to us during our research. A special thank you goes to Sean M. Morrissey, Chief of Staff to Speaker Finneran. His participation and assistance has been and continues to be invaluable to this committee. Lastly I would like to thank all of the other people who met with us and helped us to better understand today's technologies and their uses.

In conclusion, I believe the House as a body must embrace the technological tools that are available to us. We must move forward rapidly in our efforts to apply those tools to the mission of the legislature. The appropriate application of today's computer based information technologies will allow us to become more efficient, informed, and accessible in our efforts to serve our citizens.

Glossary of Terms

Application: software, both commercial off the shelf (COTS) and vendor or staff developed programs.

Firewall: A system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. They are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially *intranets*. A Firewall provides security for internal systems, protecting them from external attack.

Hardware: Any equipment related to the delivery of technology, including but not limited to computers.

Intranet: A network based on TCP/IP protocols (an internet) belonging to an organization, usually a corporation, accessible only by the organization's members, employees, or others with authorization. An intranet's Web sites look and act just like any other Web sites, but the *firewall* surrounding an intranet fends off unauthorized access.

Internet: A global network connecting millions of computers. As of 1999, the Internet had more than 200 million users worldwide, and that number is still growing rapidly. More than 100 countries are linked into exchanges of data, news and opinions. It is sometimes referred to at the World Wide Web or the Web.

Local Area Network (LAN): A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. Most LANs connect workstations and personal computers. Each *node* (individual computer) in a LAN has its own CPU with which it executes programs, but it is also able to access data and devices anywhere on the LAN. This means that many users can share expensive devices, such as laser printers or common applications such as a legislative management application. Users can also use the LAN to communicate with each other by sending e-mail.

Multi-tiered database application: A database application consisting of two or more segregated components, such as a database, a business rules component, and a user interface component.

Near Time: The delivery of information shortly after the generating event. An example of this would be a radio talk show incorporating a ten second broadcast delay.

Operating System: The software loaded on a computer that allows it to utilize its own internal resources, access external devices and resources, and interact with other applications.

OWA: Short for *Outlook Web Access*, a utility within Microsoft Outlook that allows a user to access the e-mail and its imbedded functions remotely, using a PC with an Internet connection. This utility is not dependent on a specific configuration of the remote PC; any Internet connected PC may be used. OWA uses encryption and other security mechanisms to ensure that only authorized users can access the e-mail and that the data cannot be intercepted.

Process: A business function or functions that may be performed utilizing a computer system or a computer system in concert with manual activities.

Real Time: The delivery of information as soon as the generating event has occurred. An example of this would be the live telecast of a sporting event.

System: Any combination of hardware and software that together comprise a functional entity, utility, or legislative tool.

VPN: Short for ***virtual private network***, a network that is constructed by using public wires to connect nodes. For example, there are a number of systems that enable you to create networks using the Internet as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted. VPN requires a specific configuration on the remote PC.

Attachment A

The Commonwealth of Massachusetts
House of Representatives
State House, Boston 02133-1054

To: Special Committee on House Automation

From: Representatives Deborah Blumer and Jay Kaufman,
with noteworthy contributions by Holly Moore and Sarah Norman

Subject: Recommended Contents and Features of House Web Site

Date: August 16, 2001

For the past two months, we have looked at state legislative web sites from across the nation in search of ideas for a new Massachusetts House of Representatives home on the web. We have looked, too, to our experience communicating with constituents, colleagues and staff as we anticipate a site that will be, at once, easy to use and a powerful tool.

Our recommendations are rooted in two simple truths: 1) a vibrant democracy requires an informed and engaged public; and 2) information is power. The Internet and readily available computer technology can empower our constituents and us, and our goal is a site that does just that.

We have elected to submit our findings in graphic form, foregoing prose in a document that a web site designer could readily use to guide his or her work. Attached is a listing of the features we recommend for the House web site with a brief description and, where possible, reference to an existing state site that best exemplifies the feature we are proposing. At the end of this listing, we have also articulated general characteristics of the site we envision, characteristics that we believe will make the site more attractive, user friendly, and valuable.

While our charge has been to point to the development of an Internet site for the House, our discussions with you and our physical and virtual site visits have also pointed to features of an "intranet" site that could enhance communications among House members or between House members and staff. These features include:

- Password protection of communications and work products to allow private exchanges between individuals (member-member, member-staff., etc), within a committee or caucus, etc.
- Remote retrieval of email and voice mail.
- MS Word-style editing features to allow shared writing/editing.
- Constituency tracking – voter registration, voting patterns, contact with office, etc.

We welcome your questions and critique, and look forward to working together in the newly-informed and newly-empowered world we are creating.

Post Script: In the process of developing a proposal for the web site, we had several conversations with web site designers. These professionals pushed us to think in terms of user cases rather than feature lists. User cases are detailed descriptions of how different individuals, such as Representatives and the public, will use a web site. These step-by-step descriptions of web use show web-designers how to interlink and organize features in a user-friendly manner. User cases are used by almost all website developers. Once we have received approval for the attached report by the Special Commission, we will convert it into a set of user cases.

Feature	Details/Description	Example
LEGISLATOR INFORMATION		
Directory of legislators	List of members in a variety of orders: alphabetical, district, committee, city or town, caucus.	http://www.house.state.tx.us/house/dist12/dist12.htm
Demographics of legislators	Collective statistical breakdown of the party affiliation, gender/sex, race, age, occupied and unoccupied seats of all the legislators.	http://house.legis.state.la.us/WebRepresentatives/hdemograph.asp
Who's my legislator?	Find out who is your representative in a variety of ways: address, interactive state map, zip-code, town.	California offers many ways to locate legislators, including zip code, address and town or city. http://www.assembly.ca.gov./clerk/directories.htm. Montana offers an interactive map with both Senate and House districts. http://nris.state.mt.us/gis/legislat/leg01.html
Contact information	Contact information and links, both at the State House and in the district. Information about staff.	http://www.house.state.tx.us/house/dist12/dist12.htm http://legis.state.sd.us/sessions/2001/mem.htm
Background information	Photo, link to personal web site, biographical information, role in legislature, district information, bills sponsored, bills co-sponsored (?), posting of office hours.	http://www.house.state.tx.us/house/dist12/dist12.htm http://legis.state.sd.us/sessions/2001/mem.htm
District information	District map, link to town websites, district demographics.	For district demographics, please visit: http://skyways.lib.ks.us/ksleg/KLRD/LDP/hse096a.pdf. For other district information, please visit Texas.
Member contact service system	Allow individuals to contact their legislators through the web site itself.	http://www.arkleg.state.ar.us/scripts/ABLR/members/rep.asp?Mtype=R Also, Maine, North Carolina.
CITIZEN'S GUIDES / INFORMATION ABOUT THE STATE LEGISLATURE		
Information about the Legislative Process		
FAQ's	Answers to frequently asked questions about government and the legislative process. These answers should be linked to pages that allow the visitor to carry out these processes. For example, a description of "how are bills procesed?" should contain a link to "Track a bill that affects/interests me."	Connecticut, http://house.legis.state.la.us/WebCitizens/faq99.htm#Who is my rep
Legislative Primer	The legislative process, with examples of specific bills, a section on how committees work. Ballot initiatives.	

Feature	Details/Description	Example
Budget Primer	Process of budget, difference between appropriation and non-appropriation legislation, supplemental budgets, fiscal year calendar, interim budgets.	Michigan: http://www.state.mi.us/dmb/budget/bud_fin/bud_process.htm. Also, see Kentucky.
Citizen's Guide to good government	Legislative, Judicial and Executive branches of government.	Michigan's state legislature drafted a 78-page overview of state government: http://www.michiganlegislature.org/CitizensGuide.PDF
What do Representatives do?	What do representatives do on a day-to-day basis? Help constituents deal with state agencies; lobby for legislation; draft legislation; attend community events; etc.	
How does government work for me?	What parts of the budget affect me? List of sections of the present budget that affect individuals based on their profession, interests, age, etc. What bills affect me? List bills that affect individuals based on their profession, inbterests, age. What statutes affect me?	
How can I become more involved?	Meet with, write to, talk with or email my Representative. Political organizations in the district that the visitor may join. Register to vote. Internships. Watch a formal session. Submit testimony on a bill.	
How have other citizens become involved with the legislative process?	An example of how citizens were responsible for filing and passing legislation.	
Glossary of Terms	From very simple words like "district" to more complex terms like "division of a question" or "emergency clause."	http://www.lrc.state.ky.us/legproc/glossary.htm
Youth Page	A game on the legislative process, Print-out-a-puzzle page, Print-out coloring book, How to get involved, Legislative internships for high school and college students, Famous folks, bills to law, Teacher's page.	http://www.leg.state.mn.us/LEG/youth/justforfun.htm Also, see: http://www.leg.wa.gov/common/kids/default.htm
How to Draft a Bill	Address the following topics: constitutional questions, basic and special parts of bills, appropriate style, amendments, engrossing procedures, etc.	North Dakota provides a 101-page detailed guide to drafting legislation. http://www.state.nd.us/lr/
How to Draft a Rule	Form and style of rules.	Indiana: http://www.in.gov/legislative/pdf/IACDrftMan.PDF
Rules of Individual Bodies	Official rule books guiding the House and Senate.	http://www.michiganlegislature.org/rules/house99.pdf
Rules of the Full Legislature	Official joint rule book.	http://www.michiganlegislature.org/rules/joint99.pdf
Legislative deadlines	Deadlines for filing bills, deadline for reporting bills out of committee, adjournment of the Legislature.	http://www.state.nd.us/lr/

Feature	Details/Description	Example
Legislative links	Nearby state legislatures, National Council of State Legislators, Council of State Governments, etc.	http://www.state.nd.us/lr/
Information about the State House		
History of the Legislature	History of the Legislature.	http://www.leginfo.ca.gov/pdf/caleg6.pdf
Today's Events	Including hearing schedules, formal or informal sessions, regulatory hearings, Governor's schedule, press events, etc.	Found on many web pages. http://www.assembly.ca.gov./clerk/srchframe.htm
Map of chamber	Map of chamber, seating chart of Representatives.	http://house.legis.state.la.us/seating.htm
Photo of Chamber	Photo of the House of Representatives Chamber.	
Directions to the State House	Directions to the State House from all parts of Massachusetts. Include transit via bus, car, subway, on foot. Include parking information. Address disabled individuals.	North Carolina: http://www.ncleg.net/Help/directions.html
State House Tours	Hours and location of State House Tours	http://www.milegislativecouncil.org/lcfa/ctours.htm#scheduled
Online tour of the State House	Photographs and narratives, written and audio.	Louisiana's Virtual Tour is not complete yet: http://house.legis.state.la.us/WebCitizens/virtualtour99.htm
Register to Vote	Eligibility requirements for registering to vote in Mass; how to register to vote; On-line registration; request mail-in application online.	http://www.in.gov/sos/elections/iec/docs/voter.html. Indiana provides instructions on registering to vote, but no on-line registration.
EQUAL ACCESS		
Non-English speakers	Translate the web page via Babel fish into Spanish, Portuguese, Chinese, Haitian Creole, etc.	
Blind	Resources specifically targetting the blind: read-aloud software for the web page, braille ressources at the State House library, Directions to the State House that are accessible to the blind.	http://www.state.co.us/gov_dir/leg_dir/ada1.htm
Deaf	Session transcripts, State House events with sign-language interpreters, State House tours with sign-language guide, TTD phone service, Grievance procedure, etc.	http://www.state.co.us/gov_dir/leg_dir/ada1.htm
Physically handicapped	Directions to the State House via transit that is accessible to the physically handicapped, Grievance procedure.	http://www.state.co.us/gov_dir/leg_dir/ada1.htm
ADA Compliance	Compliance with the Americans with Disabilities Act	Hawaii.

Feature	Details/Description	Example
LEGISLATION		
Ballot Initiatives		
Ballot text	Text of filed ballot initiatives.	http://www.state.co.us/gov_dir/leg_dir/lcsstaff/balpage.htm Also, see: http://www.state.me.us/sos/cec/refguide.htm, http://www.capitol.state.tx.us/hrofr/frame4.htm
Ballot summary	Summary of ballot initiatives.	http://www.state.co.us/gov_dir/leg_dir/lcsstaff/balpage.htm Also, see: http://www.state.me.us/sos/cec/refguide.htm, http://www.capitol.state.tx.us/hrofr/frame4.htm
Ballot analysis	Arguments for and against ballot initiatives.	http://www.state.co.us/gov_dir/leg_dir/lcsstaff/balpage.htm Also, see: http://www.state.me.us/sos/cec/refguide.htm, http://www.capitol.state.tx.us/hrofr/frame4.htm
Introducing Legislation to the Public		
Hot bills	Bills about which many constituents have indicated interest.	http://www.house.leg.state.mn.us/cco/hitlist/hitlist.htm
Bills that affect me	List of bills that affect individuals based on their job, interests, etc.	
Legislation -- Available only to Representatives and their Staff		
Text	Legislators should be able to view legislation prior to its filing in order to decide whether or not they would like to sign on.	Intranet. Colorado has an intranet easily available on the web, via password and logon name.
Searchability	Search by keyword, topic and sponsor. Advanced searchability and search narrowing.	
Basic Bill information		
Committee	Committee to which the bill has been referred.	Connecticutt, Colorado
Status	Status	Connecticutt, Colorado
Chief sponsors	Chief sponsor	Connecticutt, Colorado
Co-sponsors	Co-sponsors	

Feature	Details/Description	Example
Bill Text: How will individual bills change statutes?		
This information should be made available via the intranet before bills are filed with the Clerk and via the internet after bill-filing.		
Software formats of bill	HTML, Adobe PDF, Word. Each format has different advantages, including compatibility and ease of editing and linking.	http://www.leg.state.co.us/2001/inetcbill.nsf/Frameset?ReadForm&viewname=3&resultformat=1
Text of bill	Text of bill.	
Hyperlink to statute	Bills should contain hyperlinks to the statute that they amend.	
How will bill affect statute?	Allow the statute to be viewed as it would look if the bill were passed. Additions to the statute shown as underlines. Statute deletions shown with brackets. This feature resembles a Microsoft Word feature called "tracking" which allows individuals to track changes as they edit a drafted document. Please also see the sample bill text from Connecticutt which utilizes this feature.	http://www.cga.state.ct.us/2001/cbs/H/HB-6130.htm
Text of amendment	Actual text of the amendment. Including floor amendments. All immediately available. Wireless.	Connecticut.
Floor availability of Amend.	All amendments immediately available on the floor. Wireless connection.	
How will amendment affect the bill?	Text of the Bill, if the amendment were to be accepted. Additions to the bill should be shown with underlines; deletions should be shown in brackets.	http://www.cga.state.ct.us/2001/cbs/H/HB-6130.htm
How will the amended bill affect the statute?	Allow the statute to be viewed as it would look if the amended bill were to be passed. Insertions should be shown in red font, and deletions marked by brackets.	http://www.cga.state.ct.us/2001/act/Pa/2001PA-00048-R00HB-06130-PA.htm
Bill Summaries and Analysis		
Bill summaries	Summary	Connecticut, Indiana, Missouri
Summary of amended bills	Summary of amended bill, explaining the change that the amendment makes to the original bill.	http://www.cga.state.ct.us/2001/sba/2001HB-06130-R01-BA.htm
Analysis	Arguments for and against the legislation; Committee comments.	
Fiscal notes	Estimated fiscal cost of legislation.	Idaho, Missouri: http://www.house.state.mo.us/bills01/bilsum01/commit01/sSB4c.htm http://www.cga.state.ct.us/2001/cbs/H/HB-6130.htm
Categories of bills		

Feature	Details/Description	Example
Bills passed by both branches	List of bills passed by both the House and the Senate	Indiana: http://www.in.gov/serv/lsa_billinfo
Bills signed by the governor	List of bills signed by the Governor	Indiana : ttp://www.in.gov/serv/lsa_billinfo
Bills vetoed by the governor	List of bills vetoed by the Governor	http://www.gov.state.la.us/Bills%20Vetoed/vetoedbills.pdf
Veto Letters	Letters explaining the reason for veto.	Louisiana: http://www.gov.state.la.us/Bills%20Vetoed/hb95.pdf
Appropriation bills	Appropriation bills.	
Bill Search		
by Keyword	To do a keyword search, you must choose a keyword that is a part of a pre-established set of keywords.	http://prdbasis.cga.state.ct.us/BASIS/TSAMDHP/LIN1/AMD/MSF http://www.capitol.hawaii.gov/site1/archives/docs2001.asp?press1=docs
by Topic	A topic search does not restrict the searching term.	http://prdbasis.cga.state.ct.us/BASIS/TSAMDHP/LIN1/AMD/MSF
by Code section	Search for all bills that amend a particular section of the code.	
by Sponsor	Search for all the bills filed by one particular Representative.	http://www.legislature.state.oh.us/search.cfm
Similar bills	All bills should be linked to a list of bills that deal with similar subjects.	
Advanced search capabilities	Allow searches to include a variety of variables, including topic/keyword, date, code, sponsor, etc.	http://prdbasis.cga.state.ct.us/BASIS/TSAMDHP/LIN1/AMD/MSF
Search narrowing	Allows a second search to narrow an initial set of results.	
Options on sorting results	Allow results to be sorted by strength of match, date, etc.	
Ranked by strength of match	Allows results to ranked by strength of match.	
Speed of search	Searches should be quick.	
Keyword highlight	Highlight keyword.	http://prdbasis.cga.state.ct.us/BASIS/TSAMDHP/LIN1/AMD/MSF
Legislation Tracking		

Feature	Details/Description	Example
Follow a list of bills	Sign up to receive email updates about the status of a list of bills. Representatives/staffers should be able to easily access the bills that the Representative filed or sponsored. Individuals should also be able to establish priority-levels for different bills and different changes in status. These priority levels can then determine whether the individual receives a consolidated weekly email or an immediate email. For example, a representative should be able to mark all bills coming to a vote as high priority and receive immediate emails informing them of the vote.	http://www.arkleg.state.ar.us/2001/scripts/ablr/bills/email_bills/email_login.asp. Also, California, Colorado, Indiana, Iowa, Kansas, Maine, Nebraska, North Carolina, North Dakota, Oklahoma, South Carolina, Texas. *
Personalization of web page	Allow individuals to select on-line State Legislature services and links that are most relevant to them.	http://www.state.ca.us/state/portal/myca_reg_step1.jsp?BV_SessionID=@@@@1041797739.0997710375@@@@&BV_EngineID=jalljglkmdmbemfcfkmchcng.0 Also, see Texas.
Bill History		
All versions of bill text, past and present	All versions of bill text, past and present	Connecticut, Missouri: http://www.house.state.mo.us/bills01/bills01/HB1.HTM
Status	Present status of bill. If in study, is the study active or non-active?	http://www.arkleg.state.ar.us/2001/scripts/ablr/bills/bills.asp?
Status Updated daily	History updated daily.	http://www.arkleg.state.ar.us/2001/scripts/ablr/bills/bills.asp?
Next Steps	What will happen to the bill if approved by committee. In other words, which committee will review it next, by what margin does the bill need to be approved (i.e. majority or two-thirds.)	Indiana
Hyperlinks to daily journal	Link to journal showing activity on the bill.	Missouri
Videos of committee hearings	Archive committee hearing videos and allow viewing of discussions via RealPlayer.	Louisiana makes all videos of House committee hearings available over the internet: http://www.legis.state.la.us/ Kentucky allows requests of the state library for committee hearing videos: http://www.lrc.state.ky.us/legproc/history.htm
Link to Committee Calendars	Link to the agenda for the Committee Hearing addressing this bill.	
Link to Committee votes on bill	Votes of every committee member on the bill.	http://www.cga.state.ct.us/2001/ts/h/2001HB-06130-R00JUD-TS.htm

Feature	Details/Description	Example
Comment on bills	Interactive comment system which allows individuals to comment on bills through the web site itself. <California offers this option. Perhaps we should contact California and find out what their experience has been with this option.>	http://www.assembly.ca.gov/acs/acsframeset2text.htm
Floor Votes on bill	Roll call of floor vote on the bill. Users should be able to sort these roll calls into a list of representatives who voted "aye" and a list of representatives who voted "no." Link to email addresses of Representatives that voted in one particular way, so that Representatives can easily pen email "Thank you" notes to other representatives who supported their bills. Allow link to office numbers of Representatives that voted in one particular way, so that a Representative can easily write a "Thank you" note to other representatives who supported their bill.	http://www.cga.state.ct.us/2001/vote/h/2001HV-00157-R00HB06130-HV.htm http://www.arkleg.state.ar.us/2001/scripts/ablr/bills/bills.asp?
BUDGET		
Governor's Budget	Immediate availability of the Governor's proposed budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html http://www.legfin.state.ak.us/
Proposed House budget	Immediate availability of the House proposed budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
House budget amendments	Immediate availability of amendments to the House proposed budget. Available via wireless connection in the House Chamber.	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Hyperlink to affected line-item	Hyperlink in budget amendment to affected line-item.	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Adopted House budget	Adopted House budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Proposed Senate budget	Proposed Senate budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html

Feature	Details/Description	Example
Senate budget amendments	Senate budget amendments	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Adopted Senate budget	Adopted Senate budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Final Budget	Final Budget	The following legislative sites do not provide all that is requested, but do provide a series of excellent resources: http://www.state.nd.us/lr/fiscal/reports.html
Conference Committee Reports	Conference Committee Reports	California?
Newsletters on budget	Monthly Updates on the status and content of the budget.	http://www.assembly.ca.gov/acs/newcomframeset.asp?committee=4
Reports on budget	Written report on the allocation of the money in each budget.	http://www.assembly.ca.gov/acs/newcomframeset.asp?committee=4. Montana offers a similar report:
Budget primer	Outline the process by which the budget is proposed and approved.	Michigan: http://www.state.mi.us/dmb/budget/bud_fin/bud_process.htm. Also, see Kentucky.
Supplemental budgets	Immediate availability of proposed and finalized supplemental budgets, available in a "What's new" section.	http://www.legfin.state.ak.us/
Comparison of the proposed budgets	Compare the line-item or agency allocations from the Governor's, House and Senate proposed budget. This comparison should be available immediately following release of each budget.	http://www.cga.state.ct.us/ofa/documents/FY2001-2003AgBudComp.pdf Also, http://www.legfin.state.ak.us/ http://www.unicam.state.ne.us/legal/status.pdf
Search and Sort the Budget		
Search	Search via line-item number, keyword, topic, agency. Advanced search capabilities, including search-narrowing.	
Compare the language of three line-items	Request and compare one line-item from the Governor's proposed, House and Senate budget. Sometimes individual line items in one budget are broken up into two or three line-items in a second budget. The compare function should be flexible enough so as to allow one line-item in one budget to be compared with two or three line-items in a second budget. This method of comparison should also allow language comparisons as well as fiscal comparisons.	
REVENUE		

Feature	Details/Description	Example
Revenue sources	Pie chart displaying the source of revenues. Revenue summations should be available for the last ten years.	http://www.njleg.state.nj.us/budget/budget%20summary.pdf
Revenue projections, vis a vis actual revenue	Revenue projections, vis a vis actual revenue	
VOTES		
Floor votes on legislation	List of representatives with their individual votes on legislation. Votes should be searchable by bill, subject, date, keyword, topic. Votes should be easily linked to the text of the bill and bill history.	http://www.ncleg.net/gascripts/voteHistory/RollCallVoteTranscript.pl?sChamber=H&Type=23
Committee votes on legislation	List of committee representatives with their individual votes on legislation.	http://www.cga.state.ct.us/2001/ts/h/2001HB-06130-R00JUD-TS.htm
Votes on budget amendments	List of representatives with their individual votes on budget amendments.	
STATUTES		
Code of Laws	Text of Code of Laws.	http://www.leg.state.mn.us/leg/statutes.htm Also, Minnesota, New Jersey, Wyoming, Wisconsin, Alaska, etc,
Different ways to read the statute	View the statute by section, by chapter.	http://www.cga.state.ct.us/lco/Statute%20Web%20Site%20-%20LCO.htm
Acts from 1980 forward.	Acts and Resolves from 1980 forward.	Ohio, Minnesota and others post Session Law, but they do not include Session Law before 1990.
Statute Search		
by Keyword	To do a keyword search, you must choose a keyword that is a part of a pre-established set of keywords.	http://www.leg.state.mn.us/leg/statutes.htm Minnesota, New Jersey, Wyoming, Wisconsin (PDF)
by Topic	A topic search does not restrict the searching term.	http://www.leg.state.mn.us/leg/statutes.htm Minnesota, Maine, Idaho, Alaska.
by Date	Search by date that the statute was signed into law.	Alaska
Advanced search capabilities	Allow searches to include a variety of variables, including topic/keyword, date, etc.	http://prdbasis.cga.state.ct.us/BASIS/TSAMDHP/LIN1/AMD/MSF
Search narrowing	Allows a second search to narrow an initial set of results.	
Options on sorting results	Allow results to be sorted by strength of match, date, etc.	
Ranked by strength of match	Allows results to ranked by strength of match.	http://onlinedocs.andersonpublishing.com/revisedcode/
Speed of search	Searches should be fairly quick.	http://onlinedocs.andersonpublishing.com/revisedcode/

Feature	Details/Description	Example
Keyword highlight	Highlight keyword.	http://onlinedocs.andersonpublishing.com/revisedcode/
Session Law /Acts & Resolves from each Legislative Session		
Text	Text of Session Law from 1980 forward.	http://ohioacts.avv.com/
Session Law Search		
by Keyword	To do a keyword search, you must choose a keyword that is a part of a pre-established set of keywords.	
by Topic	A topic search does not restrict the searching term.	http://ohioacts.avv.com/
by Date	Search by date that the statute was signed into law.	
by Bill	Search by engrossed bill.	http://ohioacts.avv.com/
Multi-variable search	Allow searches to include a variety of variables, including topic/keyword, date, code, sponsor, etc.	
Advanced search capabilities	Allows a second search to narrow an initial set of results.	
Sort by strength of match	Allows results to ranked by strength of match.	http://ohioacts.avv.com/
Speed of search	Searches should be fairly quick.	
Highlight keyword	Highlight keyword.	
REGULATIONS		
Text of regulations	Text of regulations drafted by various state agencies.	Indiana posts administrative code: http://www.in.gov/legislative/iac/ North Dakota will post their regulations by June 2002. http://www.state.nd.us/lr/
Alerts for regulatory changes.	Alerts for regulatory changes.	
Links to departments	Links to supervising department, e.g.. Department of Housing and Community Development.	
Searchability	Search by topic, keyword, relevant statute. Advanced searchability, including search-narrowing.	
COMMITTEE INFORMATION		
Member list	List of representatives on the committee, with link to their personal page and contact information.	Almost all states.
Member positions	Chairs, Vice-chairs, etc.	Almost all states.
Staff list	Senior and junior researchers and their research topic or specialty.	Almost all states.
Staff contact information	Junior and senior staff contact information.	Almost all states.

Feature	Details/Description	Example
Bills	List of bills being heard by the committee.	Almost all states.
Bill summaries	Summaries of bills heard by the committee.	Connecticut, Indiana, Missouri. http://www.capitol.state.tx.us/hrofr/frame2.htm
Hearing Schedule	Schedule for upcoming hearings.	http://www.state.la.us/ldbc/start.htm
Email notification of hearings	Allow individuals to sign up for free email notification of committee hearings.	http://www.capitol.hawaii.gov/site1/archives/hearing2001.asp?press1=docs&press2=hearing
Hearing Agenda	List of bills being treated in each hearing.	http://www.legis.state.la.us/archive/2001/776.pdf
Minutes	Transcription of testimony and questions at each hearing.	http://www.capitol.state.tx.us/tlo/77R/minutes/2001/C030/13708001.HTM
Witness Lists	List of individuals that testified.	http://www.capitol.state.tx.us/tlo/77R/witmtg/2001/C030/13708001.HTM
Committee videos	Audiovisual recording of hearings.	Kentucky allows purchase of committee hearing videos.
Committee Votes	Votes on bills treated by the committee.	http://www.cga.state.ct.us/2001/ts/h/2001HB-05607-R00JUD-TS.htm
Committee action reports	Bills released (favorable or unfavorable)	http://www.cga.state.ct.us/2001/car/2001CAR00129-R00-CAR.htm
STATUTORY COMMISSIONS		
Statutory Commissions	Commissions established by statute on which Representatives serve	
LEGISLATIVE ADMINISTRATION		
Caucuses and Delegations	Including: MWRA Caucus, Elders Caucus, Children's Caucus, Women's Caucus, Black Caucus, Mental Health Caucus, MetroWest Legislators Caucus, Progressive Caucus, ...	http://democrats.assembly.ca.gov/english/index.htm Also, see http://house.legis.state.la.us/cauc99.htm
Clerk's Office	Explanation of the duties of the Clerk, Journals, Rules Books, etc.	California, http://www.cga.state.ct.us/hco/
Legal Counsel	Legal Counsel: ethics, etc.	
Ethics	Campaign finance laws and regulations, ballot initiatives to change laws, campaign finance primer, campaign finance data, Campaign finance agency, local agencies, directory of lobbyists.	http://www.state.ca.us/state/portal/myca_leftnav_categories.jsp?BV_SessionID=@@@@1041797739.0997710375@@@@&BV_EngineID=jalljglkmdmbemfcfkmchcng.0&sLeftNavCategoryPath=%2fNavigation%2fGovernment%2fCampaign+Finance,+Ethics+and+Lobbyists&sNavTitle=Campaign+Finance,+Ethics+and+Lobbyists

Feature	Details/Description	Example
Campaign Finance Data	Request itemized list of contributions from specific lobbyist or to a specific candidate. Itemized expenditures of a specific candidate.	http://www.accesskansas.org/legislative/campaignfinance/index.cgi
Library and Legislative Research	Library collections, hours, history, search the Library of Massachusetts collections, FAQs, page directed specifically towards government, interactive book and article requests through the website.	http://www.libofmich.lib.mi.us/
Special Bodies and Task Forces	Technology Task Force, etc.	
Minority Party	Include both leadership and rank and file.	
Majority Party	Include both leadership and rank and file.	
Calendar		
Daily Journal with Hyperlinks	Hyperlinks include: texts of bills, page of representative if the representative is appointed to a task force or committee, etc.	
Weekly Journal	Hyperlinks to: texts of bills, page of representative if the representative is appointed to a task force or committee, etc.	http://www.assembly.ca.gov./clerk/srchframe.htm
Audio/Visual Coverage		
Audio and Visual Coverage of the House Floor	Audio/Visual Coverage of the House Floor. Streaming for live broadcasts. Archived past sessions. Search floor videos for particular bill.	Kansas (audio), Michigan (audio/visual), NC (audio), Connecticut (audio/visual) Texas includes archived floor sessions. Please see: http://www.house.state.tx.us/audio/audvid.htm
Audio and Visual Coverage of Committee hearings	Live audio/visual coverage of committee hearings available over the Internet. Archived past hearings. Search hearing archives for particular bill.	NC, Michigan. Texas includes archived floor sessions. Please see: http://www.house.state.tx.us/audio/audvid.htm
OTHER		
Redistricting		http://www.ncleg.net/Redistricting/AvailableMapsandReports/maphome.html. Also see Iowa for more redistricting information.
Census information	General overview of population changes, including demographic changes, geographic changes, comparisons with national changes, etc.	Michigan: http://www.state.mi.us/webapp/dmb/press/DMBPress.asp?Owner=budget&PageType=release&ReleaseID=378&from=focus
Proposed House Plan	District proposals drawn by the House.	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html

Feature	Details/Description	Example
Proposed Senate Plan	District proposals drawn by the Senate.	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html
Present district map for Rep.	Present district map for Rep.	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html
Present district map for senators	Present district map for senators	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html
Present congressional district map	Present congressional district map	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html
Past maps	Past maps	http://www.unicam.state.ne.us/districts/redistricting.htm http://www.legis.state.ia.us/Redist/Redist.html
Staff		
Employment opportunities	Job-listing.	http://www.house.state.mo.us/jobs/job.htm
Lobbyists		
Directory of Lobbyists	Directory of registered lobbyists.	http://ethics.state.wi.us/LobbyingRegistrationReports/LobbyingOverview.htm
Searchability	Who is lobbying; what are they lobbying about.	http://ethics.state.wi.us/LobbyingRegistrationReports/LobbyingOverview.htm
SITE DESIGN/EASE OF USE		
Help Desk		
Computer FAQs	How current is the information? How do I easily print the information that I have obtained? Where can I get information about 2001 legislation/calendars/journals? Why do I need to use Adobe Acrobat to view some of this information? How can I install Adobe Acrobat Reader? I have IE and Netscape, and when I use one I can view the Adobe files, but when I use the other, I cannot. Why not? How can I get technical assistance?	North Dakota provides an excellent list of FAQs which relate to using the site.
Legislative "How do I?"	How do people get information about legislation? View broadcasts of committee meetings? Etc.	http://house.legis.state.la.us/WebCitizens/faq99.htm

Feature	Details/Description	Example
Design of help sections	Do not use a long scroll design which requires users to scroll many pages down to find the answer to their question. Instead, create a list of questions with links. Also, help sections in different sections of the website (i.e., legislation tracking) should immediately target the area in question (i.e., questions about legislation tracking.)	http://house.legis.state.la.us/WebCitizens/faq99.htm
Help Desk*	Allow emails to webmaster with questions.	Louisiana
Link on main state page	Easy obvious link on the main state page	The two most obvious links on Indiana's web page are: How to track legislation, and a link to the General Assembly home page.
Quick Links	Quick links to frequently requested pages: legislation tracking, committees, caucuses?	Indiana provides this feature.
Privacy		
Available formats for documents	HTML, Adobe PDF, ClarisWorks, Microsoft Word.	
Privacy Policy	Acknowledgment of user privacy, and description of protection of user's privacy.	
Encryption and Privacy Protection	Encryption and Privacy Protection	
Cookies	"Cookies are unique personal identifiers that are placed in files on a user's hard drive by certain servers upon visiting particular websites or pages. These files might contain information about the types of sites a user visits, registration information, such as usernames and passwords, for online services." (Plugged in, Tuned Up, 38)	
Cookie statement	Statement describing the cookies on the site, and the way in which that information was used.	
User-friendliness		
What's new / Site update*	A feature that outlines changes to and updates on the website.	New York, North Carolina. http://www.cga.state.ct.us/three/whatnew.htm
Registration for Site Updates*	Allow users to sign up for emails notifying users of changes.	Georgia, Connecticut.
Site Index*	List of the main sections, topics and characteristics of the website.	Alabama, Kentucky, Louisiana, Maine, Minnesota, Nebraska, Nevada, New Hampshire, New Jersey, North Carolina, Ohio, South Carolina, Tennessee, Texas*

Feature	Details/Description	Example
Navigation Bar	A persistent element that helps users to move among various sections of the website. Plugged In, Tuned Up: An Assessment of State Legislative Websites by OMBWatch, makes the following suggestions about Navigation Bars: "Navigation bars that feature both text and icons to help provide quick functionality to sites, particularly those with large amounts of content. If navigation bars and menus are used, however, attention must be paid to utilizing a text alternatives. A number of search engines have difficulty indexing links to graphics. Additionally, some sites that utilize Javascript, Java applets, image maps, and server-side functions, require a user's browser to process a number of functions before those functions are made available," (p34)	Delaware, Indiana, Ohio and West Virginia use both icons and text throughout their sites, addressing these concerns.
Frequent site evaluations	Plugged In, Tuned Up points out that some states "have flaws in their navigational approaches that should be addressed through site evaluations. Tennessee, for example, does not allow easy access to certain pages if cookies are ignored. Virginia, meanwhile, did not allow users to return to a previously loaded page after an automatic redirection on one section of the site. These quirks in design emphasize the importance of consistent navigational structures." (33)	
Disclaimer	Statement describing the accuracy of information presented on the website.	
Minimize use of tables	Tables can pose problems for users with slow Internet connections. Table content is not readable by some browsers until the entire content is loaded.	Suggested by Plugged In, Tuning Up (39)
Accessibility and compatibility		
Text only version	Text only version	
Minimal use of Advanced Features	Advanced features are slow to load, require specific software, and often are inaccessible to certain individuals.	

Feature	Details/Description	Example
Online accessibility test: Bobby	Bobby tests web pages to determine how accessible they are to individuals with disabilities for accessibility for individuals with disabilities. It also suggests changes in order to better accommodate individuals with disabilities. It also tests for compatibility with a variety of browsers (HTML standards, AOL, Lynx, Mosaic, IE, Netscape Navigator, Opera, Web TV) www.cast.org/Bobby	www.cast.org/Bobby
Online accessibility test: Anybrowser.com	Further test for compatibility with a variety of browsers, etc.	Anybrowser.com/
Online accessibility test: Ziff-Davis HTML Toolbox	Tests for slow-loading pages, inaccurate links, bad HTML code.	http://www.netmechanic.com/cobrands/zd_dev/

Several ideas garnered from Plugged In, Tuned Up: An Assessment of State Legislative Websites by OMBWatch are acknowledged with an asterisk, *.

Attachment B

House Clerk's Survey Summary

	GA	FL	IL	NH	SC	UT	VA	LA	WA	WI	NM
1. Text Of Bills	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y	Y	Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N	N			N		N
Network Seen by House & Senate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Network Seen by One Branch			N	N	N	N			N	N	N
2. Text Of General Laws	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y	N	Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N	N			N	N	N
Network Seen by House & Senate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Network Seen by One Branch			N	N	N	N			N	N	N
3. Text Of Special Laws	Y	Y	Y	N	Y	N	Y	Y	NA	Y	Y
Via Intranet		Y	Y		Y		Y			Y	Y
Via Internet	Y	Y	Y		Y		Y	Y		Y	Y
PC's To Mainframe		Y	Y		N					N	N
Network Seen by House & Senate	Y	Y	Y		Y		Y	Y		Y	Y
Network Seen by One Branch			N		N					N	N
4. Text Of Session Laws	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y		Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N				N	N	N
Network Seen by House & Senate	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y
Network Seen by One Branch			N	N	N				N	N	
5. Bill Status System	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y	Y	Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N	N			N	N	
Network Seen by House & Senate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Network Seen by One Branch			N	N	N	N			N	N	
6. Journals	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N
Yes - Which Branch	B	B	B	B	B	B		B	B	B	
Via Intranet		Y	Y	Y	Y	Y			Y	Y	
Via Internet	Y	Y	Y	Y	Y	Y		Y		Y	
PC's To Mainframe		Y	Y	N	N	N				N	
Network Seen by House & Senate	Y	Y	Y	Y	Y	Y				Y	
Network Seen by One Branch			N	N	N	N				N	
7. Text Of Amendments	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y	Y	Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N	N			N	N	N
Network Seen by House & Senate	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y
Network Seen by One Branch			N	N	Y-H	N			N	N	
8. Notice/Publication Of Legislative Comm. Hearings	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Via Intranet		Y	Y	Y	Y	Y	Y		Y	Y	Y
Via Internet	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
PC's To Mainframe		Y	Y	N	N	N			N	N	N
Network Seen by House & Senate	Y	Y	Y	Y	Y	N	Y		Y	Y	Y
Network Seen by One Branch			N	N	N	N			N	N	
9. House Journal Prep. Automated	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y
10. Senate Journal Prep. Automated	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y
11. Automated Bill Drafting Programs	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
12. Automated Amendment-Drafting Programs	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
13. Lap tops In Chamber											
House	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y
Senate	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y
14. Platform Used											
Mainframe		Y	Y	N	N	N	N		Y	N	N
PC Client Server Based Network	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
15. Computer Technology Developed By:											
Private Vendor	Y	Y	N	N	N	Y	Y	Y		Y	Y
In House		Y	Y	Y	Y	Y	Y		Y	N	Y

Attachment C

Attachment C

House Committee on Automation

Draft House Member Survey

Representative ____________________________

How often do you use each of these items (check one box for each item)?

Item	I use it every day	I use it once or twice per week	I use it once or twice per month	I almost never use it	I've never even heard of it
Your Office Computer					
Microsoft Word					
Microsoft Excel					
Microsoft Outlook e-mail					
Microsoft Outlook calendar					
Microsoft Outlook contacts					
Microsoft Outlook task list					
Microsoft Outlook notes list					
Microsoft Access					
Microsoft Internet Explorer					
OMIS Bill Tracking					
Lexis Law					
Bitcom Fax Printing					
Bill Summary L: Drive					
HouseNET Help Desk (x8080)					
HR Training Classes					
Initiate telephone conference call					

How would you like to see technology change the way business is done in your State House office?

How would you like to see technology change the way business is done in the House Chamber?

How would you like to see technology change the way business is done in the committee hearings?

How would you like to see technology change the way business is done in your district office?

How would you like to see technology change the way business is done in your home?

Attachment C

Please answer yes or no to the following questions:

Question	YES	NO
Do you have a computer at a district office?		
Do you have a computer at your home?		
Do you have a website outside of the House of Representatives?		
Do you have a constituent service database?		
If so, does that database have a list of all residents in your district?		
Do you currently own a laptop computer?		
Do you currently own a handheld computer?		
Do you have internet access from your home?		
Do you have email outside the State House?		
Do you own and use a scanner?		
Do you use voicemail?		
Do you use a mobile telephone?		
Do you use a pager?		
Do you use any chatting software such as Instant Messaging?		
Do you use a written planner to keep your schedule?		

What should be changed with regards to technology and the position of State Representative?

Would you take the time to participate in any training provided for new technologies?